

Rogue Trader Alert – Doorstep cold callers trying to sell items

We are warning residents to be on their guard after receiving reports of a male carrying a large hold all type bag going door to door in the Hemsby and Caister areas.

We advise you never to deal with anyone who cold calls at your property offering to sell something.

Anyone sighting these sellers in Norfolk please contact us through our partners the Citizens Advice consumer helpline on 03454 04 05 06 or to Norfolk Constabulary via 101.

If you feel intimidated or sight these cold callers and are concerned for vulnerable neighbours call 999

Scam Alert – Telephone cold calls claiming to be from HMRC

We are receiving reports again from Norfolk residents about telephone cold calls claiming to be from HM Revenue & Customs (HMRC).

The majority of these have reported an automated recorded message call regarding a 'warrant being issued for your arrest due to unpaid tax'.

We have also had reports of similar calls that have claimed to be from 'the Police' regarding 'arrest warrants for unpaid tax' and voicemail message requiring the recipient to 'urgently contact HMRC' which then give a contact number to call.

Where residents have interacted with these calls demands are then made for 'immediate payment' alongside further threats of 'arrest', 'court appearances' and 'visits to your home' if their demands are not met.

We always advise to be very wary of any approach made by a telephone cold call. If you receive this type of call our advice is do not interact with the call and hang up immediately.

You can report suspected scam telephone calls to us via our partners the Citizens Advice consumer helpline on 03454 040506

Scam Alert – Letters titled 'Your Solar PV System'

We have had a number of reports from Norfolk residents who have received letters titled 'Your Solar PV System'.

The letter states you have not 'received your free health check and service' and makes claims relating to inverters and their 'warranties expiring'.

It then asks the recipient to contact the sender to 'validate your warranty' and 'book your free health check'.

We always advise residents to be very wary of any unsolicited approach and never agree to services, to having work done or for someone to visit your home if approached in this manner.

We advise solar panel owners should always talk to their supplier before allowing any work or 'maintenance' to take place on their panels.

Generally, a solar panel system does not need servicing but it may benefit from being cleaned if the panels are dirty.

We also recommend that traders who work on a solar panel system are members of the Solar Trade Association and that any work on the electrics of a solar panel system should only be carried out by a qualified electrician.

Suitably qualified electrician can be found on the Norfolk Trusted Trader website or via the Electrical Safety First Website

If you have received one of these letters and have agreed to a visit contact us via our partners the Citizens Advice consumer helpline via their [online reporting form](#) or telephone 03454 04 05 06.

Further advice regarding these letters is available on the [Solar Trade Association website](#).